

## OBSERVATION #8

**KPMG Consulting did not receive expected provisioning completion and billing completion notices (PCM and BCM).**

### Issue

KPMG Consulting has not always received PCMs and/or BCMs for orders that have received local service order confirmations (LSRLRs). The Order Business Rules state that Verizon is required to return PCMs and BCMs for these order types.<sup>1</sup> For example, KPMG Consulting expected to receive the BCM for order 011071KK0X030001 by August 9 and expected to receive the PCM for 100011KK0X010001 on the stated LSRLR Due Date.

Help Desk Ticket #54240 was obtained for PON 011071KK0X030001\*AA. Help Desk ticket #50284 was obtained for PON 100011KK0X010001\*AA. KPMG Consulting did not receive additional guidance from Verizon regarding this issue. (See below)

PON*Version	Date received LSRLR	LSRLR Due Date	PCM receipt Date	BCM receipt Date
011071KK0X030001*AA	08/03/2000	08/07/2000	08/07/2000	Not Received
100011KK0X010001*AA	07/27/2000	08/04/2000	Not Received	Not Received

### Assessment

Missing PCMs may impede a CLEC's ability to determine whether service has been provisioned. Additionally, missing BCMs may inhibit a CLEC's ability to initiate end user billing activities.

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<sup>1</sup> Bell Atlantic Order Business Rules, Version 4.3.1 (LSOG 4), Release Date: June, 2000, Publication Date: May, 2000)